

**AN AMENDED RESOLUTION BY:****FINANCE/EXECUTIVE COMMITTEE**

**AUTHORIZING THE MAYOR TO ACCEPT DONATIONS FROM A FOUNDATION ON BEHALF OF THE CITY FOR USE BY THE CITY TO PROVIDE FUNDING FOR THE CITY'S FOUR PROCESS REVIEWS; AND FOR OTHER PURPOSES.**

**WHEREAS**, the City of Atlanta seeks qualified firms to perform Process Reviews and Re-Design of the Citywide processes for procurement, customer service, technology management and human resources.

**WHEREAS**, the City has issued the following solicitations: FC-7398-02; City of Atlanta Process and Review and Redesign of the Procurement Process FC-7399-02; City of Atlanta Process Review and Redesign of Customer Service; FC-7431-02; Process Review and Redesign for Personnel and Human Resources; and FC-7400-02 City of Atlanta Process Review and Redesign of the Technology Management process ("process reviews" **see Attachment A**).

**WHEREAS**, Section 1-102 of the Atlanta City Code provides, among other things, that the City of Atlanta shall have the power to accept or refuse gifts, donations, bequests, or grants from any source for any purpose related to the powers and duties of the City and the general welfare of its citizens, on such terms and conditions as the donor or grantor may impose.

**WHEREAS**, a foundation desires to donate to the City of Atlanta funds for the payment of the process reviews, including the publications of the final reports from the process reviews, and other related costs.

**WHEREAS**, the donations received from a foundation will be deposited into a dedicated Trust Fund.

**WHEREAS**, the Program Management Office in the Mayor's Office will act as the principal administrator of the account.

**NOW THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, AS FOLLOWS:**

**SECTION 1:** The City of Atlanta has the power to accept or refuse gifts, donations, bequests, or grants from any source for any purpose related to the powers and duties of the City and the general welfare of its

citizens, on such terms and conditions as the donor or grantor may impose.

**SECTION 2:** A foundation desires to donate funds to the City of Atlanta for the payment of the process reviews and other related costs.

**SECTION 3:** It is in the best interest of the City to accept donated funds for the purposes of the payment for the process reviews, currently being procured in the following procurement: FC-7398-02 City of Atlanta Process and Review and Redesign of the Procurement Process; FC-7431-02 City of Atlanta Process Review and Redesign of Customer Service; and FC-7400-02 City of Atlanta Process Review and Redesign of the Technology Management Process.

**SECTION 4:** Expense payments are to be expended from said Trust Fund, subject to the grant agreement. No part of the funds donated by private corporations, foundations and donors shall be used for any other purpose.

**SECTION 5:** That the Chief Financial Officer be and is hereby authorized to account for these funds within the Trust Fund.

**SECTION 6:** That the Mayor is authorized to execute all documents necessary to accomplish acceptance of the foregoing donations.

*amended*

A RESOLUTION BY: *Finance/Executive Committee*

*02-R-0484*

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WHEREAS, the Program Management Office in the Mayor's Office will act as the principal administrator of the account.

**NOW THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ATLANTA, AS FOLLOWS:**

*Capitalize*  
**Section 1:** The City of Atlanta has the power to accept or refuse gifts, donations, bequests, or grants from any source for any purpose related to the powers and duties of the City and the general welfare of its citizens, on such terms and conditions as the donor or grantor may impose.

*Capitalize*  
**Section 2:** A foundation desires to donate funds to the City of Atlanta for the payment of the process reviews and other related costs.

**Section 3:** It is in the best interest of the City to accept donated funds for the purposes of the payment for the process reviews, currently being procured in the following procurements: FC-7398-02 City of Atlanta Process and Review and Redesign of the Procurement Process; FC-7431

-02 City of Atlanta Process Review and Redesign of Customer Service; and FC-7400-02 City of Atlanta Process Review and Redesign of the Technology Management Process.

~~Section 4. The donated funds will be accounted for in a trust fund, number \_\_\_\_\_.~~

*Capitalize* Section <sup>4</sup>: Expense payments are to be expended from said trust fund, subject to the grant agreements. No part of the funds donated by private corporations, foundations and donors shall be used for any other purpose.

→ **Section 6: BE IT FURTHER RESOLVED THAT THE MAYOR IS AUTHORIZED TO EXECUTE ALL DOCUMENTS NECESSARY TO ACCOMPLISH ACCEPTANCE OF THE FOREGOING DONATIONS.**

*Section 5: That the Chief Financial Officer be and is hereby authorized to account for these funds within the Trust Fund.*

Attachment A



## CITY OF ATLANTA

SHIRLEY FRANKLIN  
MAYOR

55 TRINITY AVENUE, S.W.  
ATLANTA, GEORGIA 30335-0300  
TEL (404) 330-6100

March 13, 2002

Mr. Sam Williams  
President and CEO  
Greater Atlanta Chamber Foundation  
235 Andy Young International Boulevard  
Atlanta GA 30303

**Re: Grant Request For the Process Reviews**

Dear Mr. Williams,

The Franklin Administration has inherited a City government in need of dramatic improvement through restructuring and revitalization. To accomplish this task will require new partnerships, new investments, and a new way of delivering City services.

The first step in the rebuilding process is to conduct four management audits (or process reviews), which cut across department lines. We anticipate the process reviews will cost approximately \$3 million. The City hereby requests the Greater Atlanta Chamber Foundation to fund the reviews. This investment by the business community will help the Mayor build a government *responsive to the needs of its citizens – a City government that will make us proud*. The payback resulting from improved city operations will significantly outweigh the cost of the process reviews.

**Process Review and Re-designs**

To improve City effectiveness, in any of the 12 departments or citywide, will require qualified personnel, updated systems and processes, a procurement process for goods and services that is fair and competitive and customer service that meets the customers needs. To address this, the City has developed a process review structure for the following citywide functions:

- Human resources
- Procurement
- Customer service
- Technology management

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The City expects to begin the process reviews in April 2002 and finish in July 2002. Implementation will begin immediately under the leadership of the Mayor, as overseen by a newly established Program Management Office ("PMO"). The PMO will be active during the Franklin Administration.

The PMO is responsible for the process reviews, the policies and procedures that will govern the implementation of all recommendations by the departments, and the change management program for the Mayor's four-year term. A senior manager will lead the PMO from an international strategy-consulting firm. This leader will join the Mayor's Office on March 20, 2002.

Copies of the four Requests for Proposal are attached to this request.

### **Outcomes from the Process Reviews**

With my leadership, the City is committed to the following outcomes from the four Process Reviews:

- A reorganization of City government (possibly to include a consolidation of City departments)
- Significant improvements in the way the City procures goods and services that will increase competition among vendors and the quality of firms who do business with the City
- A performance scorecard by which the Mayor can hold the department heads and others accountable for implementing recommendations and re-designing these major processes
- Comparisons of benchmarks and best practices from entities comparable in complexity to the City
- Significant changes in the way the City manages and rewards its employees that will decrease turnover and increase the quality and productivity of the workforce
- A game plan for developing a customer service culture and moving to a consolidated City Call system
- Significant changes in the way the City manages technology; an investment plan for improvements in technology over the next four years
- A change management program driven by a professional PMO

We are open to all recommendations to improve city services and their effectiveness at the lowest possible cost. Nothing is off the table, including further reductions to the City's payroll, elimination of redundant functions and processes, and significant restructuring of City departments and organizational structure.

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The firms performing the process reviews will make recommendations concerning potential revenue enhancements. However, more emphasis will be placed on savings and efficiencies than increasing revenues.

#### **Use of the Funds**

The City wants to begin the process reviews as quickly as possible so that the recommendations from the process reviews can either be implemented quickly or included in the 2003 budget process. To accomplish this, the City requests the contribution from the Greater Atlanta Chamber Foundation no later than March 18, 2002.

The funds will be accounted for in a trust fund set up by the City and governed by this agreement. The funds can be used by the City to pay for:

- The process reviews, as described above
- Any change orders that may be necessary for scope changes as the process reviews are being conducted
- Reasonable costs of making the final reports available to the public

The City will make the final reports available to the public when they are completed by the consulting firms and accepted by the Review Panel. Based on the current schedule, the City believes that will occur in July or August 2002.

The Mayor and the PMO will meet with the Greater Atlanta Chamber Foundation on a quarterly basis to discuss the progress of the process reviews, the recommendations from those reviews and other appropriate matters.

A final report concerning the expenditures paid by the trust fund would be prepared for the Foundation for the period from inception to December 31, 2002.

Thank you for your consideration of this request and for your continuing partnership in making Atlanta a great place to live and work.

Sincerely,



Shirley Franklin

Attachments